

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-06 13-50-06

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
28	27	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

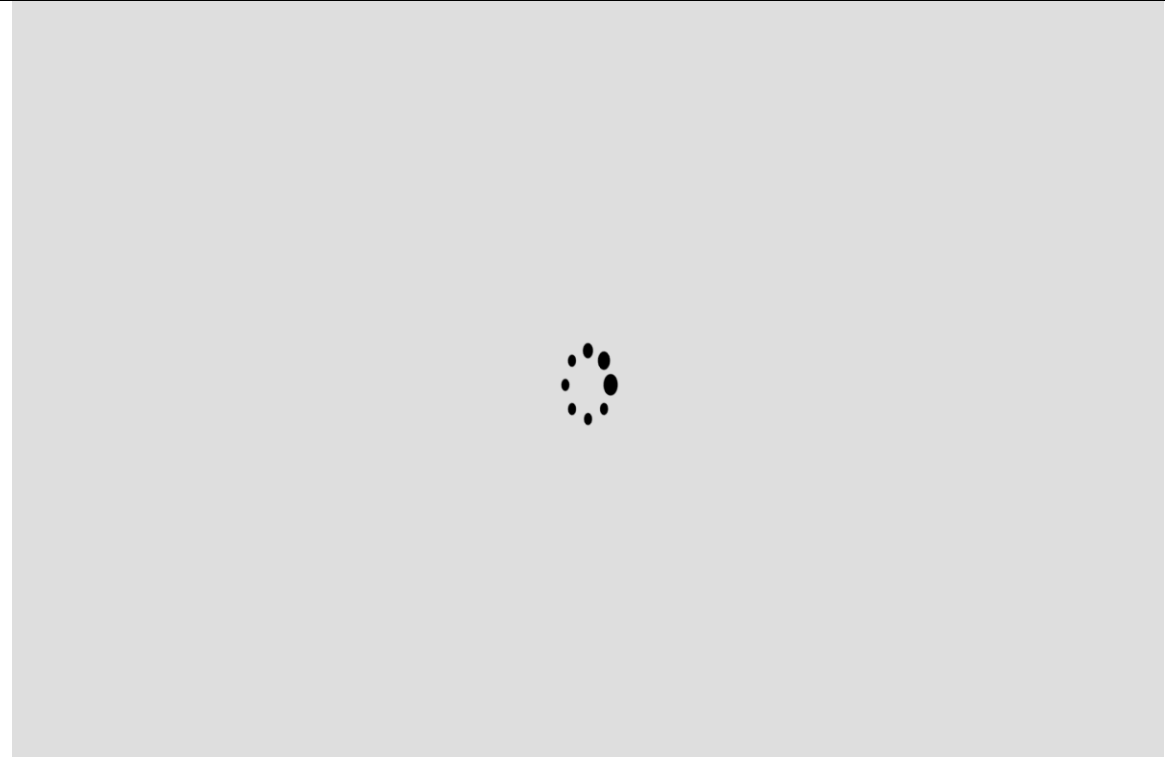
Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



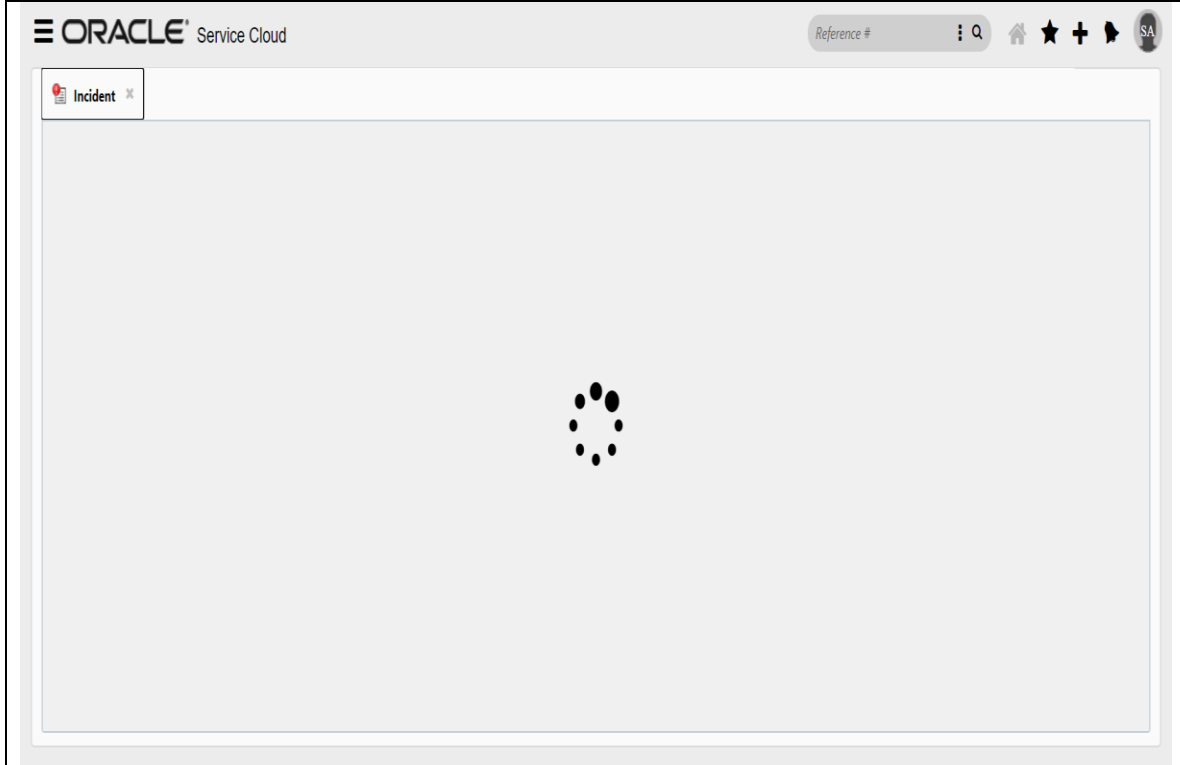
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



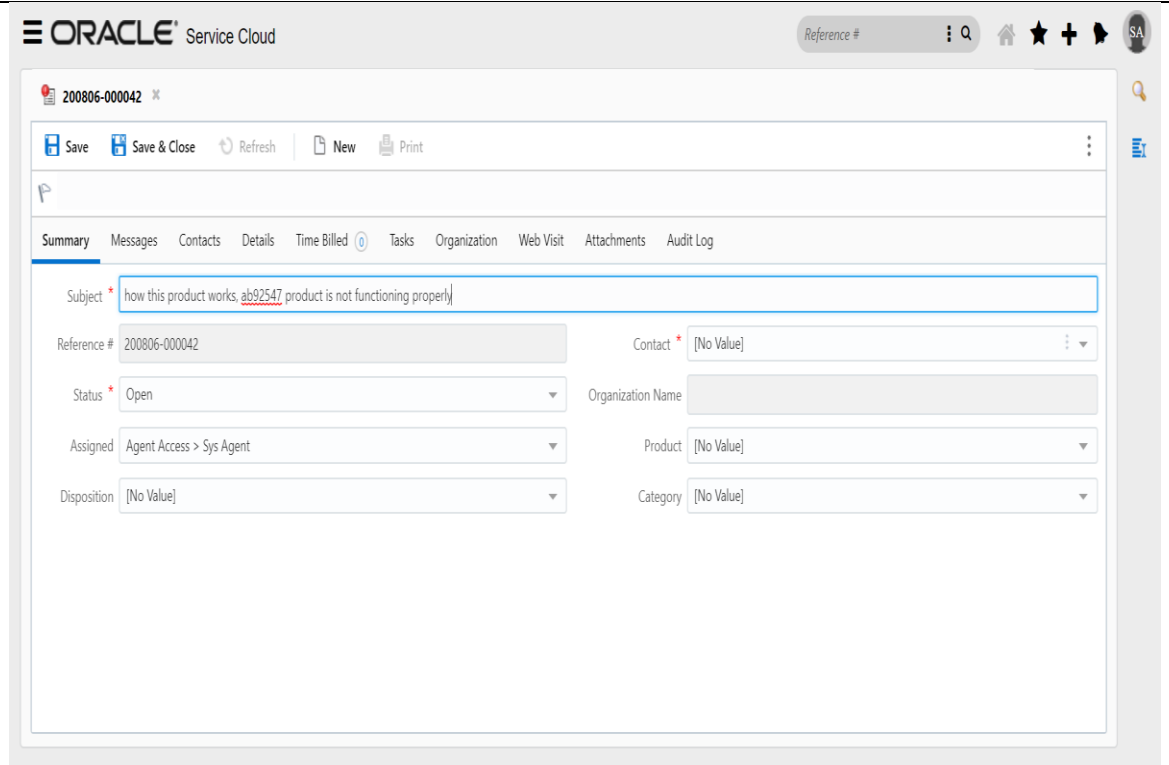
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident\_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for an incident record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The incident ID '200806-000042' is shown with a close icon. Below the header, there is a toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Subject' field is highlighted with a blue border and contains the text 'how this product works, ab92547 product is not functioning properly'. Below the subject field, there are several input fields: 'Reference #' (200806-000042), 'Contact' ([No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]).

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200806-000042' is visible in the top left of the main content area. Below the case ID, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a 'Subject' field with the text 'how this product works, ab92547 product is not functioning properly'. Below the subject, the 'Reference #' is '200806-000042'. The 'Contact' field is highlighted with a blue border and shows 'Adam Smit' selected from a dropdown menu. Other fields include 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Organization Name' (empty), 'Product' ([No Value]), and 'Category' ([No Value]).

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with fields for 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' tabs. Under the 'Recent' tab, 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. The 'All' tab shows '[No Value]'. The right main panel contains fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-001

Save

Summary

Subject

Reference #

Status

Assigned

Disposition

Recent

Minhaj Ameen

Sys Agent

All

[No Value]

Admin - Full Access

Agent Access

System Agent2

Minhaj Ameen

Sys Agent

Attachments

Audit Log

Contact

Organization Name

Product

Category

Adam Smit

California Federation

[No Value]

[No Value]



Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000042 is shown. The record includes a subject line, a reference number, and various fields for status, assigned user, disposition, contact, organization name, product, and category. The 'Product' field is highlighted with a blue border and a refresh icon.

**Oracle Service Cloud**

Reference #

**200806-000042**

Save Save & Close Refresh New Print

**Summary** Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000042

Contact \* Adam Smit

Status \* Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10
Step Description: Click on Primary Antibodies
Expected Result: Primary Antibodies should be clicked
<p>Actual Result: element click intercepted: Element &lt;input class="select-box-input" spellcheck="false" role="combobox" data-bind="attr: {</p> <pre> id: searchInputId, readonly: isReadOnly, 'aria-expanded': isDropDownOpen, 'aria-describedby': inputDescribedBy, 'aria-owns': resultListId, 'aria-activedescendant': activeDescendantId, 'aria-invalid': hasErrors, placeholder: placeholder }, textInput: (isDisplayTextEnabled() &amp;&amp; isDisplayTextActive()) ? displayText : filterText, hasFocus: filterInputHasFocus, event: { 'keydown': onKeyDown, 'paste': onPasteEvent }" id="select-box-input-Incident_CatId34" aria- describedby="Incident_CatId34_display_text ui-id-validation-container-Incident_CatId34" aria-owns="select-box-results-Incident_CatId34" aria-activedescendant="" placeholder="Search..."&gt; is not clickable at point (981, 362). Other element would receive the click: &lt;div title="..." class="select-box-item-label"&gt;[No Value]&lt;/div&gt; (Session info: chrome=84.0.4147.105) Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53' System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1' Driver info: org.openqa.selenium.chrome.ChromeDriver Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress: localhost:56725}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true} Session ID: cfc6498266fe338b576d78d90a67a2c9 </pre>
Status: Fail

200806-000042

Save Save & Close Refresh New Print

P

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000042

Contact \* Adam Smit

Status \* Unresolved

Organization Name California Federation

Assigned [No Value]

Product Search...

Disposition [No Value]

Category

[No Value]

ab92547

ab108410

ab64214

ab166858

ab119211

ab7260

